# Senior Services Department

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

**Metrics measured monthly unless otherwise noted**

| Metric | Yearly Goal | Avg. | Target | Actual | Result | LYTD | YTD | Trend |
|---|---|---|---|---|---|---|---|---|
| **1. Provide social work and advocacy services to seniors and their families to help them access resources** | | | | | | | | |
| Number of seniors receiving case management | Maintain or increase the number of seniors receiving case management/social work services | 71 | 71 | 80 | 🟢 | 837 | 995 | 🟢 |
| % of requestors who receive assistance | Maintain the % of people receiving assistance. | 95 | 95 | 100 | 🟢 | | 100 | |
| % of aid received within 30 days of request | Maintain the % of seniors receiving the service requested within 30 days of initial contact. | 95 | 95 | 100 | 🟢 | | 100 | |
| **2. Provide quality transportation services for seniors to important locations** | | | | | | | | |
| Number of unique riders | Maintain or increase the number of riders accessing transportion services | 236 | 236 | 233 | 🟡 | 2909 | 2725 | 🔴 |
| Total rides provided | Maintain or increase the number of rides provided. | 1696 | 1696 | 1647 | 🟡 | 19189 | 18450 | 🔴 |
| **3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.** | | | | | | | | |
| Number of programs offered | Maintain or increase the number of programs offered | 49 | 49 | 56 | 🟢 | 575 | 633 | 🟢 |
| Number unique program participants | Maintain or increase the number of program participants | 771 | 771 | 460 | 🔴 | 4919 | 5900 | 🟢 |
| Total program participants | Maintain or increase program participation | 1799 | 1799 | 1345 | 🔴 | 12256 | 13174 | 🟢 |

# Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency. The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.